

FUNCTIONAL TITLE: Employer Services Representative
LOCATION: Massachusetts Teachers' Retirement System
500 Rutherford Avenue, Suite 210, Charlestown, MA 02129
STARTING SALARY: \$43,220
APPLICATION DEADLINE: December 28, 2018

The Massachusetts Teachers' Retirement System ("MTRS") is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 66,000 recipients and maintains and services retirement accounts for more than 92,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of the Employer Services Unit, the Employer Services Representative serves employers and members of the MTRS as part of the team responsible for monthly employer reporting, retiree insurance, and comprehensive employer support.

The Employer Service Representative will be responsible for:

- Facilitating the monthly collection of deductions and corresponding data received from employers for eligible active member contributions to the system.
- Educating and supporting employers.
- Verifying membership eligibility qualifications.
- Establishing new member records.
- Researching and reconciling errors in member accounts, processing the return of funds received in error and collecting contributions omitted in error.
- Assisting other MTRS staff with account research.
- Communicating via correspondence, telephone and email with school administrators, MTRS members and internal staff.
- Compiling and providing statistical data for agency management.
- Participating in service group meetings, work group committees, and training programs as assigned.
- Assisting when needed with collection of retiree health insurance deductions and reporting for retirees that are sent to employers and the Group Insurance Commission, on a monthly basis.
- Occasionally traveling to school districts and the MTRS western regional office for meetings with employers and to conduct training seminars for groups of school business officials and administrators.

QUALIFICATIONS REQUIRED:

- Excellent mathematical skills.
- Commitment to quality service at all times.
- Bachelor's degree in related field preferred, or equivalent relevant experience.
- Ability to keep complex records and to prepare periodic reports from such records.
- Ability to communicate effectively and professionally with the public.
- Demonstrated writing skills; the ability to communicate complex information concisely and effectively in writing, in person or via telephone.
- Accurate and swift data entry skills.
- Ability to understand and interpret retirement laws and regulations.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to establish and maintain effective and congenial working relationships with employers, the membership, other members of the public and MTRS staff.
- Experience with Microsoft Office Suite (especially Excel) required and financial reporting software preferred.
- Willingness to travel within the state.

APPLICATION PROCESS:

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Employer Services Representative with the MTRS. Applicants who do not submit a cover letter will not be considered.

The MTRS is an equal opportunity employer.